

# SINGLE STREAM

## FREQUENTLY ASKED QUESTIONS

(FAQ's)

- 1. When will single stream recycling start?** Cart collections begin Monday, April 4, 2011 on your regular trash day. They will be delivered to you during the month of March, including Saturdays.
- 2. What is single stream recycling?** Single stream isn't anything fancy. It simply is a new system that takes the two recycling "streams" – mixed paper and commingled cans and bottles – and puts them together in one container: single stream. It is still important to separate recycling from trash; however, no further separation of recyclables is necessary.
- 3. What are the advantages to single stream?** By eliminating sorting, recycling becomes easier – participation and recovery rates also increase. In some communities, recycling tonnages dramatically increase 30 – 50% or more. This directly impacts Chicopee's budget as avoided trash fees may save the City \$150,000 each year after the landfill closes. Single stream also reduces collection costs as one single compartment compacting truck will do the job of two currently. Over time, this greatly reduces the amount of time, fuel, and manpower required to collect the material.
- 4. Can I use my rolling cart before the week of April 4<sup>th</sup>?** No, we will not pick it up until the week of April 4<sup>th</sup> on your regular trash/recycling pickup day. Continue to separate and use your blue bins in March, but start to accumulate your recycling in the rolling carts for pickup starting the first week in April. Recycling pickup will remain on a bi-weekly schedule per the calendar mailed to you in your electric bill earlier this year.
- 5. Can I still use my blue bin?** Yes, inside your home or apartment only. The blue bins you have now are yours to keep. We will not be collecting them. Place them where you need them most to capture your recycling and to help transfer all recyclable material into your new rolling cart.
- 6. Do I have to call the DPW to order or pickup my new recycling cart?** No, we will deliver the proper number of carts to the proper addresses. Call the DPW if you didn't receive yours by April 1<sup>st</sup>.
- 7. What kind of recycling can I put in the new carts?** There will be instructions stamped on top of the cart's cover reminding you which materials are OK to recycle. Everything you're putting in the blue bins now can be put all together in your new cart including cardboard. All cardboard must be broken down and made to fit - if you run out of room, flattened cardboard ONLY may be left next to or under your cart. After placing curbside, close the lid.



- 8. What do you mean, "close the lid"?** The carts have lids. They should be closed when you roll the carts to the curb. Part of the Single Stream initiative is to discourage animals and shelter recyclables from bad weather; another is to prevent wind scattering recyclables into yards and onto streets and sidewalks, keeping Chicopee cleaner.
- 9. We live in a multi-family home. How many carts will we get?** Two- and three-family properties will get one cart for each living unit. Four-family and higher will share carts as needed. Owners of multi-unit properties who can demonstrate the need for more capacity can call the DPW @ 594-3566. Remember, owners of 3-unit or higher properties are ultimately responsible for proper placement of carts for successful curbside pickup and timely removal the same day. Owners must ensure that carts remain with the property upon tenant departure.
- 10. Will residents be fined if they have trouble with the new system?** Our effort is to educate, educate, educate all residents who dispose of trash about the need to separate all recyclables. City ordinances are in place, however, to require all residents and property owners and managers to do their part to meet basic community standards. Enforcement is critical to the success of the program; warnings and carts left behind will occur, and fines for chronic non-compliance or non-participation may be necessary to demonstrate the City of Chicopee's commitment to reducing its trash, garbage, and refuse.
- 11. What are the recycling regulations?** All buildings that generate trash must separate recyclables from rubbish. Recycling carts, like trash barrels, cannot be placed curbside more than 12 hours before normal pickup and emptied containers must be removed by midnight the day of. Trash or yard waste cannot be placed in the recycling rolling cart, all cardboard boxes must be recycled and not used for trash containers. Carts must be placed a few feet apart from trash, lid closed, and always fully accessible to recycling crews, that is, away from parked cars, never in or behind a snow bank, and on open, flat ground. Crews may leave carts behind if they deem nearby parked vehicles could be damaged by attempting to empty the carts.
- 12. I don't think our household will be able to fill a 95-gallon rolling cart every other week.** Many residents will wait until their recycling carts are substantially full before rolling them out for curbside pickup. The Chicopee DPW strongly urges residents to put out carts only when at least half-full. Help save on disposal costs. This system makes it easier but we still need your help to do the right thing. Remember, proper placement means fully accessible to our crews, at least half-full, lid closed, recycle all you can.
- 13. Is Chicopee still going to get a rebate on recyclables?** As commodity market conditions allow, the City of Chicopee will still receive revenue from its delivery of recyclables to the Springfield MRF. Though lower because of the mix, these revenues still help defray the cost of recycling. The avoided dumping cost of this material and the lowered collection costs are where the city saves most...a dollar amount that will approach \$200,000 annually. As Chicopee transitions to life without a landfill and higher disposal fees in a few years, it will have in place a system where its residents are recycling all they can.
- 14. Does the City of Chicopee or the resident own the cart?** The City of Chicopee retains ownership of the carts. However, residents and property owners are responsible for ensuring their cleanliness. If a resident moves, even to another part of the city, the cart stays with the address to which it has been assigned for the next resident.
- 15. What is the policy for damaged carts?** The City of Chicopee will repair or replace the cart at no charge to the resident. Please call the Chicopee DPW at 594-3566 to report a damaged cart.

**16. What do the numbers on the back of plastic containers mean? Isn't Styrofoam recyclable?** The triangle symbol, more commonly known as the "chasing arrows" symbol, doesn't indicate recyclability, contrary to popular belief. The number just indicates the type of plastic it's made from. For example, a plastic bag may be made of High Density Polyethylene (HDPE - #2), the same material as a milk jug or bleach bottle. However, it contains different dyes, plasticizers, or other chemicals that make it incompatible with the plastic used to make bottles. Similarly, to make styrofoam, the manufacturer adds air, creating a different product which is not compatible with recycling processing equipment. So please place only stiff plastic containers numbered #1 - #7 in your rolling green cart and **DO NOT INCLUDE PLASTIC BAGS**. Throw those in the trash or return them to stores in the area that accept them.

**17. What do we do with shredded paper?** RESIDENTS MAY PLACE SHREDDDED PAPER IN A BOX, A PAPER BAG, or a CLEAR PLASTIC BAG ONLY, and then place inside your cart for recycling pickup. Residents concerned about security of shredded paper can deliver it to the drop-off area at the Chicopee landfill free of charge.

**18. Are there any changes to the trash pickup procedures?** No, trash rules and pickup activity will remain the same. Please use 32-gallon barrels and place curbside several feet away from your new rolling recycling cart. Enforcement of separation of recycling from trash will be increased to ensure that only trash gets delivered to the landfill. Trash must be left behind by Sanitation crews if it is mixed with recyclable material.